

Review of compliance

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| Miss Elaine Stephens St Judes Residential Home | |
| Region: | North East |
| Location address: | 22 Breckon Hill Road Middlesbrough Cleveland TS4 2DR |
| Type of service: | Care home service without nursing |
| Date of Publication: | March 2012 |
| Overview of the service: | St Judes is registered to provide the following regulated activity: Accommodation for persons who require nursing or personal care. They are registered to provide care for up to 8 people. |

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

St Judes Residential Home was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 10 February 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We spoke to three people living at the home who said:

"I choose where I want to go, what I want to do and the time I get up or go to bed, its a smashing place."

"I chose how I wanted my room decorated. The staff are always polite, they knock on your door. I choose where I would like to go."

"I love it here, it's like one long holiday. I get well looked after and I go on holiday every year. I go to the baths and the cinema every week. I have a keyworker who helps with my appointments and helps me with housework. The food is nice, there is plenty of it and we get fed well."

"I am moving soon to my own flat. This place is lovely, loads of stuff to do. I have helped decorate. Food is gorgeous. The rooms are immaculate."

"It's spot on here, there is plenty to do. I go walking, hiking, shopping and I do woodwork."

People said that they were well cared for and felt safe.

"We have meetings about the home and what we want to do."

"The staff are all very good, they look after you, talk to you. They help with anything."

"The staff and the manager are great, really lovely."

"I like all of the staff."

What we found about the standards we reviewed and how well St Judes Residential Home was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

St Judes was meeting this outcome. People were supported so that they could be involved in making decisions and choices regarding all aspects of their care.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

St Judes was meeting this outcome. People experienced effective, safe and appropriate care, treatment and support.

Outcome 07: People should be protected from abuse and staff should respect their human rights

St Judes was meeting this outcome. The home had policies and practices in place which helped to safeguard people from the risk of abuse.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

St Judes was meeting this outcome. People received training, supervision and support to enable them to carry out their roles effectively.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

St Judes was meeting this outcome. The home had effective quality assurance systems in place to gain feedback from people and to monitor the service being provided.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

"I choose where I want to go, what I want to do and the time I get up or go to bed, its a smashing place."

"I chose how I wanted my room decorated. The staff are always polite, they knock on your door. I choose where I would like to go."

Other evidence

People are supported to make choices and decisions in all aspects of their daily lives. Admissions to the home take place over a prolonged period of time to ensure that the home is the right place for the individual and that the person moving in will get on with the other people who already live at the home.

During our inspection, we could see from the care records viewed that people signed their agreement to their care records and were involved in any reviews or updates that took place.

People were given choices regarding what they do and where they go. Meetings were held so that people could be involved in any decisions regarding any changes to the home; for example changes to the decor or premises.

The staff we spoke with said that people were involved in making decisions and choices regarding all aspects of their daily lives.

Our judgement

St Judes was meeting this outcome. People were supported so that they could be involved in making decisions and choices regarding all aspects of their care.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

"I love it here, it's like one long holiday. I get well looked after and I go on holiday every year. I go to the baths and the cinema every week. I have a keyworker who helps with my appointments and helps me with housework. The food is nice, there is plenty of it and we get fed well."

"I am moving soon to my own flat. This place is lovely, loads of stuff to do. I have helped decorate. Food is gorgeous. The rooms are immaculate."

"It's spot on here, there is plenty to do. I go walking, hiking, shopping and I do woodwork."

Other evidence

We looked at care records for two people. Care records contained detailed information about the way in which their health and personal care needs should be met. They identified any areas of risk and included action plans to show how the home would minimise these risks to people. Care records included a detailed life history, a timetable showing social activities and people's wishes and aspirations for the future.

A range of assessments were in place to monitor people's health needs. Referrals to external professionals such as dieticians or occupational therapists were made where needed.

We spoke to staff who said:

"It's brilliant here, people get well looked after."

"We try to rehabilitate people, so that eventually they can move on to more independent settings. We have two people moving on soon."

"People can go out all the time. They go to the allotment, trips to Darlington, Durham, Newcastle, Liverpool and London. They also attend college courses and go on holidays."

Our judgement

St Judes was meeting this outcome. People experienced effective, safe and appropriate care, treatment and support.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People said that they were well cared for and felt safe.

Other evidence

The home had policies and procedures in place which help to safeguard those living and working at the home.

All of the staff we spoke with said that they would have no hesitation in whistle blowing (telling someone) if they saw or heard anything inappropriate.

All staff had received training in safeguarding vulnerable adults, the mental capacity act and deprivation of liberty safeguards. The home also had training information packs which provided staff with information relating to these topics.

Our judgement

St Judes was meeting this outcome. The home had policies and practices in place which helped to safeguard people from the risk of abuse.

Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

"The staff are all very good, they look after you, talk to you. They help with anything."

"The staff and the manager are great, really lovely."

"I like all of the staff."

Other evidence

We spoke to six staff who said:

"Its marvellous for training, we get updates every year. Morale is brilliant. I get supervision two or three times a year, more if its needed. There are at least two staff on duty each shift, more if people are going out. Its so lovely and homely here."

"It's a good place to work, the lads are sound and we have a good boss. We have staff meetings as and when, at least every six months."

"We all get training constantly, the manager is fantastic. There are plenty of staff sometimes up to five on duty, staffing is worked around the people living here and what they want to do. Sickness is easily covered by the team."

We looked at two sets of staff supervision and training records. We could see from the records seen that all mandatory training was up to date. All staff had received an annual appraisal and supervisions were provided every two to three months.

Our judgement

St Judes was meeting this outcome. People received training, supervision and support to enable them to carry out their roles effectively.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

"We have meetings about the home and what we want to do."

Other evidence

We spoke to staff who said; "We have staff meetings every couple of months. The owner is open to suggestions and has an open door policy" and "We can raise ideas and suggestions."

The home carried out a range of audits and checks which included weekly mattress audits, health and safety checks and fire alarm tests. They also undertook fortnightly duvet audits and monthly medication stock checks.

The home also carried out a practical observation of staff hand washing in December 2011.

Weekly resident meetings were held and minutes of these minutes were seen.

A survey was sent out to people living at the home on the 1 February 2012 to seek their views and experiences. Surveys had been sent to people annually and the results of these had been collated.

Our judgement

St Jude's was meeting this outcome. The home had effective quality assurance systems in place to gain feedback from people and to monitor the service being provided.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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| Document purpose | Review of compliance report |
| Author | Care Quality Commission |
| Audience | The general public |
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Care Quality Commission

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| Website | www.cqc.org.uk |
| Telephone | 03000 616161 |
| Email address | enquiries@cqc.org.uk |
| Postal address | Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA |